

Listing of Claims

1-26. (Cancelled)

27. **(Currently Amended)** A computer program product, comprising:
a data structure, wherein

said data structure comprises an order processing system,
said order processing system comprises a complex object,
said complex object comprises a service profile,
the service profile represents a complex asset, and
said complex asset is associated with an account;

a data manager configured to:

receive at least a portion of the service profile from an external server via
an information network, and

generate a business object based on the portion of the service profile;

a transformation engine configured to generate at least a portion of the complex
object based on the business object, wherein the complex object is stored
in an asset table;

**an order table representing instructions to change the products and services
provided to a customer, wherein**

the order table comprises one of

a value to indicate that an order item has been added,

a value to indicate that the order item has been deleted, and

a value to indicate that the order item has been updated;

**a quote table representing offers to change the products and services
provided to a customer, wherein**

a quote is converted to an order when the customer accepts the quote;

and

computer readable storage media, wherein said data structure, said data manager,
and said transformation engine are encoded in said computer readable
storage media.

28. (Previously Presented) The computer program product of Claim 27, wherein the asset table comprises a plurality of:

- an asset price adjusted to take into account discounts;
- a base price of the asset;
- a unique identifier of the asset;
- an identifier of an account that is billed for the asset;
- an identifier of an account at which the asset is provided;
- an identifier of an agreement under which the asset is provided;
- a status of the asset;
- a date that service started;
- a date that service ended;
- a price description;
- an identifier of a metering asset with which the asset is associated; and
- an absolute quantity of an item given a position of the item in an asset hierarchy.

29. (Previously Presented) The computer program product of Claim 28, wherein an action code is set to one of:

- a value to indicate that the asset is active;
- a value to indicate that the asset has been deleted; and
- a value to indicate that the asset has been suspended.

30. (Previously Presented) The computer program product of Claim 27, wherein at least a portion of the information in the asset table is transferred to an order table when a new quote is created.

31. (Previously Presented) The computer program product of Claim 27, wherein at least a portion of the information in an order table is transferred to the asset table when an order is provisioned.

32. (Currently Amended) The computer program product of Claim 27, wherein ~~further comprising:~~

~~a quote table representing offers to change the products and services~~

~~provided to a customer, wherein~~ the quote table comprises a plurality of:

an identifier of an agreement under which the quote was made;

an identifier of a metering asset with which this asset is associated;

an absolute quantity of an item given a position of the item in an asset

hierarchy;

an identifier of an account that is billed for the asset;

an identifier of an account at which the asset is provided;

an action code to indicate whether there is a change to the specified

service item;

a telephone number corresponding to these items; and

a unique identifier of the asset.

33. (Previously Presented) The computer program product of Claim 32, wherein the action code required during the Delta Process is set to one of:

a value to indicate that a quote item was added;

a value to indicate that the quote item was deleted; and

a value to indicate that the quote item was updated.

34. (Cancelled)

35. (Previously Presented) The computer program product of Claim 32, wherein multiple service quotes are associated with a customer.

36. (Previously Presented) The computer program product of Claim 32, wherein multiple service quotes are associated with a service item.

37. (Previously Presented) The computer program product of Claim 32, wherein a workflow changes the service quote status to “Order Placed” once a quote is successfully converted to an order.

38. (**Currently Amended**) The computer program product of Claim 27, ~~further comprising: an order table representing instructions to change the products and services provided to a customer,~~ wherein

the order table comprises a plurality of:

- an identifier of an agreement under which the order was made;
- an identifier of a metering asset with which the asset is associated;
- an absolute quantity of an item given a position of the item in an asset hierarchy;
- an identifier of an account that is billed for the asset;
- an identifier of an account at which the asset is provided;
- an action code to indicate whether there is a change to the specified service item;
- a unique identifier of the asset;
- a telephone number corresponding to these items;
- a date and time at which the order was completed; and
- a status field for items in the order.

39. (**Cancelled**)

40. (Original) The data structure of Claim 38, wherein the status field is set to one of:

- a value to indicate that an order item is deleted;
- a value to indicate that the order item is Active; and
- a value to indicate that the order item is Suspended.

41. (Previously Presented) The computer program product of Claim 27, wherein the asset represents a product with a hierarchy of sub-products.

42. (Previously Presented) The computer program product of Claim 27, further comprising:

- a product integration table comprising:

- a track as asset field to indicate whether a product should be converted to an asset by an order-to-asset workflow process;
- a metering point field to indicate whether a product requires a metering point;
- a price type field; and
- a transfer field to indicate whether the asset can be moved when a customer changes address.

43. (Previously Presented) The computer program product of Claim 42, wherein the price type is one of:

- a value to indicate that price is a one-time charge;
- a value to indicate that the price is recurring; and
- a value to indicate that the price is based on usage.

44. (Previously Presented) The computer program product of Claim 42, wherein an order type is set to indicate a service order and a status of the order is changed to indicate the order is new.

45. (Previously Presented) The computer program product of Claim 27, wherein a status of each order line item is set to indicate that the order item is new when the action field is non-null and the status of each order line item is set to indicate that the order item is null when the action field is null.

46. (Previously Presented) The computer program product of Claim 32, further comprising:

- a quote header table comprising:
 - an identifier of an agreement under which the quote was made;
 - an identifier of an account to be billed for the asset; and
 - an identifier of an account at which the asset will be provided.

47. (Previously Presented) The computer program product of Claim 38, further comprising:

- an order header table comprising:

- an identifier of an agreement under which the order was made;
an identifier of an account that will be billed for the asset; and
an identifier of an account at which the asset will be provided.
48. (Previously Presented) The computer program product of Claim 27, further comprising:
- a quote header table comprising billing and service account information; and
 - an order header table comprising billing and service account information,
- wherein at least a portion of the information in the quote header table is
- transferred to the order header table when the quote is converted to an order.
49. (Previously Presented) The computer program product of Claim 32, wherein
- at least a portion of the information in the quote table is transferred to an order table when a quote is converted to an order; and
 - a user can supply an external provision workflow to perform a function associated with maintaining a quote table when an order is provisioned.
50. (Previously Presented) The computer program product of Claim 27, wherein the asset table comprises an asset price adjusted to take into account discounts and a base price of the asset.